



Welcome to the Elective Orthopaedic Centre Quarterly Newsletter

Welcome to the second edition of the Elective Orthopaedic Centre (EOC) quarterly newsletter, designed to keep our primary care partners and CCG's informed on how we are performing and what is happening within the centre.

Meet the Team

We are pleased to announce the appointment of both Mr David Ward as Medical Director and Mr Philip Mitchell as Surgical Director at the EOC. Both will work closely with the Medical Management team to maintain a quality driven, patient focused service that continues to build on our centre of excellence reputation.

Mr Ward is a Consultant Orthopaedic Surgeon based at Kingston Hospital, he has a major commitment to inpatient elective surgery and virtually all his workload is lower limb joint replacement.

His special interests are hip replacement surgery (particularly young patients, complex cases and hip resurfacing) and revision hip surgery.



Mr David A Ward
FRCSOrth, FRCSed
Consultant Orthopaedic Surgeon & EOC
Medical Director

He is a regular invited faculty member at International Hip meetings and has been involved in the EOC's Steering Group since its inception.

In addition to this Mr Ward has been Orthopaedic Clinical Management Group Chairman and Associate Medical Director at Kingston Hospital.

Mr Mitchell is a Consultant Orthopaedic Surgeon based at St George's Hospital, special interests include complex hip and knee replacement, tissue preserving hip replacement, revision hip and knee replacement and management of infected joint replacements.

Mr Mitchell convenes the Major Revision Hip meeting in the UK and performed the first ever operation here at the EOC! He is also involved in many areas of research and in the education of all members of the orthopaedic team.

Further information on all of our staff can be found on our website www.eoc.nhs.uk



Mr Philip Mitchell
FRCSOrth, FRCSed
Consultant Orthopaedic Surgeon & EOC
Surgical Director

THIS ISSUE

1. Meet the Team & New Telephone Screening Questionnaire
2. EOC Facts and Figures
3. Friends and Family Test
4. Outreach Service - One Stop Clinics

New Telephone Screening Questionnaire

As the NHS becomes increasingly pressurised to deliver the best possible care, in the best possible time and with minimal cost, the EOC has taken action to improve their pre-assessment screening services to ensure the right patients proceed to surgery in a timely manner.

The pre-assessment department consists of a highly specialised nursing team who in conjunction with the anaesthetists and surgeons ensure that the patient is fit for their forthcoming surgery. Once a referral has been made to the EOC the patient will be initially contacted via the telephone by a member of the nursing team. They will be asked a series of health questions to ensure that they are clinically fit and socially ready to proceed with surgery and to determine which type of pre-assessment clinic they need to attend.

By providing this new service we can ensure that patients do not visit the centre unnecessarily and to avoid needless outpatient appointment cost.

EOC Facts and Figures 1st July — 30th September 2013

Celebrating 10 years of successfully improving the quality of life for our patients

AVERAGE PATIENT LENGTH OF STAY
HIP
4.1 DAYS
KNEE
4.6 DAYS

ALTHOUGH MOST REFERRALS ARE TERTIARY
92.3% OF PATIENTS WERE ADMITTED
WITHIN 18 WEEKS

AVERAGE WAIT TIMES
HIPS
12 WEEKS
KNEE
12 WEEKS

365 HIP OPERATIONS PERFORMED

100% PATIENTS HAD CONFIDENCE AND TRUST IN THE **DOCTOR** TREATING THEM

449 KNEE OPERATIONS PERFORMED

100% OF EOC ELECTRONIC DISCHARGE SUMMARIES ARE SENT WITHIN **24 HRS**

99% OF OUR PATIENTS FELT NURSES WERE AVAILABLE TO TALK ABOUT ANY WORRIES/ CONCERNS THEY HAD

What the patients say

“All the staff are marvellous, very nice and caring.”

Mrs Hatton, Tooting

“Staff have been very helpful and very kind. Nothing has been too much trouble.”

Mrs Austin, Surrey

“It’s been brilliant, no complaints at all. Food has also been very good. I would recommend this service to my friends and family.”

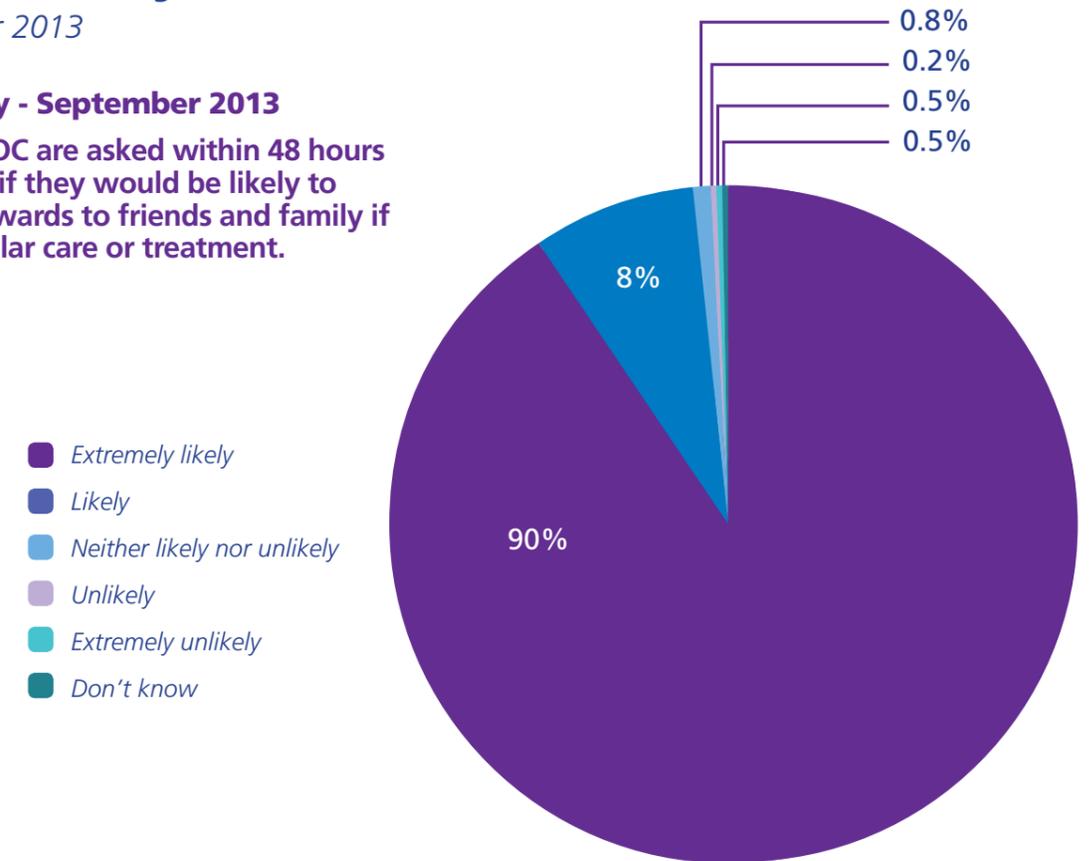
Mrs Wells, Wimbledon

Friends & Family Test

July – September 2013

Test Results July - September 2013

Patients at the EOC are asked within 48 hours of receiving care if they would be likely to recommend our wards to friends and family if they needed similar care or treatment.



Net Promoter Score

Month	Net Promoter Score	Response Rate
April	92	38.10%
May	87	49.20%
June	83	45.70%
July	84.5	44.70%
August	89.4	76.80%
September	87.5	69.30%
October	88.9	66%
Local Inpatient Average (September 2013)	66	34%

The Net Promoter score is calculated using the proportion of patients who would strongly recommend minus those who would not recommend, or who are indifferent.

Putting Patients First - Outreach Service - One Stop Clinics

Launch of the Elective Orthopaedic Centre one stop hip and knee outreach clinic at the Ebbisham Centre in Epsom Town Centre - 6-7 The Derby Square, Epsom, Surrey, KT19 8AG

The EOC has recently opened a one stop outreach clinic within Epsom Town Centre; so that patients can get the care that they need closer to their homes and at a place that is convenient to them. By providing this service we can ensure that the patient pathway runs smoothly from the point of GP assessment through to surgery and after-care.



Please refer your patient via choose and book for an initial consultation with one of our orthopaedic surgeons. Should they be listed for surgery at the EOC, your patient will then receive a pre-assessment from one of our advanced nurse practitioners at the same appointment.

This allows us to begin the process quickly and efficiently, with fewer outpatient attendances. This also gives our patients extra time to plan and prepare for surgery. The service, which already runs at Leatherhead, Weybridge, Merton, Wimbledon, and Wallington has been well received by patients, with one patient saying:

“It is fantastic. Everything is done in one visit and so close to home.”

For further information about this service and how to refer your patient, please contact Charlotte Dibble, EOC GP Liaison Manager, on 01372 735 448 or 07975 232 404. Alternatively, you can email her at charlotte.dibble@eoc.nhs.uk

Alternative outreach clinics include:

Weybridge – Mr Stafford

Prime Health, Units 10-11 Horizon Business Village, 1 Brooklands Road, Weybridge, Surrey, KT13 0TJ

Leatherhead – Mr Twyman

Leatherhead Hospital, Poplar Road, Surrey, Leatherhead, Surrey, KT22 8SD

Wallington – Mr Kashif

Jubilee Health Centre, Shotfield, Wallington, Surrey, SM6 0HY

Merton – Mr Millington

Mitcham Polyclinic, 5-7 Birches Close, Mitcham, Surrey, CR4 4LQ

Wimbledon – Mr Millington

Patrick Doody Clinic, 79 Pelham Road, Wimbledon, London, SW19 1NX

THE ELECTIVE ORTHOPAEDIC CENTRE

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